

**BY ORDER OF THE COMMANDER  
AIR FORCE GLOBAL STRIKE COMMAND**

**AIR FORCE GLOBAL STRIKE COMMAND  
INSTRUCTION 10-1214**



**Effective: 1 DECEMBER 2009**

**Operations**

**MISSILE ALERT FACILITY FOOD  
SERVICE MANAGEMENT**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFGSC 10-12, *Space* and AFI 10-1201, *Space Operations*. It applies to all military personnel assigned to Air Force Global Strike Command performing Missile Alert Facility (MAF) duties and Intercontinental Ballistic Missile (ICBM) operations organizations containing (MAF) Chefs. Send comments and suggestions to HQ AFGSC/A3I, 245 Davis Ave E., Barksdale AFB, LA 71110. Organizations at any level may supplement this instruction using the process identified in AFI 33-360, Publications and Forms Management.

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## Chapter 1 GENERAL PROCEDURES AND RESPONSIBILITIES

**1.1. Missile Alert Facility Food Service Management Program.** The primary mission of the missile alert facility (MAF) Food Service program is to provide trained personnel to perform chef tasks. The MAF chef will assist the Facility Manager (FM) with emergency response procedures and provide buddy care. Additional duties and other taskings that do not directly support the mission should be kept to a minimum to avoid interfering with the successful accomplishment of that mission.

**1.2. MAF Food Service Management Staff.** Staff personnel must remain knowledgeable of the tasks and activities being performed to effectively manage resources. Personnel in leadership positions will use monthly MAF visits as a management device to ensure the quality and effectiveness of the operations tasks being performed. These visits should stress safety, security, technical data usage, and ensure compliance with MAF directives.

**1.3. Resource Utilization.** Assigned personnel and resources must be effectively utilized to maximize mission accomplishment. The following limitations may be waived by the Operations Group commander (OG/CC) when operational requirements dictate.

1.3.1. Alert days per month should not exceed a total of 16 alert/travel days. Squadron CCs will designate in writing to the OG/CC, through the OG Group Chef Superintendent, Chefs available for duty who perform less than twelve alert/travel days per month with the following exceptions: OGV Evaluator, OSS Trainer, Squadron Chef NCOICs and Missile Alert Facility Feeding Operation (MAFFO) (accounting and storeroom personnel).

1.3.2. Reduced MAF alert tours, leaves, TDYs, additional duties, etc., must be closely monitored to ensure equitable alert load distribution.

1.3.3. MAF Chef activities should be limited to permit at least eight hours rest during each 24-hour alert period. This does not preclude response to abnormal indications requiring immediate response or preparing food for maintenance teams.

1.3.4. In order to equalize workloads, MAF Chefs can be utilized at any MAF. Develop schedules which best use MAF Chef resources.

1.3.5. MAF Chefs earn the minimum of 50 percent of their alert-related time as a rest period following a MAF alert.

**1.4. Clarification and Guidance.** Units requiring clarification or guidance on MAF Chef activities may request this information by letter or message.

1.4.1. Send requests to HQ AFGSC/A3IA through 20 AF/A3NF, with information copies to HQ AFGSC/A1S.

1.4.2. Originators will ensure all units that could be affected are included as informational addressees on the request.

1.4.3. After staffing a response, HQ AFGSC/A3IA will answer the request via message to the requesting unit, with information copies sent to HQ AFGSC/A1S, HQ AFGSC/IGISR, 20 AF/A3NF, and the other missile units.

**1.5. Waiver Authority.** HQ AFGSC/A3IA is the waiver authority for this instruction unless specifically stated otherwise. Waivers will be granted on an individual and controlled basis. Waiver authority may not be delegated. The intent of waivers is to temporarily obtain authorization for an existing condition. Permanent solutions must be implemented as soon as practical.

1.5.1. Submit fully justified waiver request, through each intermediate level of command, to HQ AFGSC/A3IA.

1.5.1.1. Describe the specific requirement and state the reason a waiver is required.

1.5.1.2. Indicate when the waiver will no longer be required.

1.5.2. Intermediate command levels will recommend approval or disapproval.

1.5.3. After staffing a response, HQ AFGSC/A3IA will answer the request via official correspondence to the requesting unit, with information copies sent to HQ AFGSC/A1S, 20 AF/A3NF and the other missile units.

## **1.6. Recognition and Awards**

1.6.1. 20 AFI 36-1, Twentieth Air Force Functional and Professional Awards Program will be used for submission of 20 AF awards for all assigned 3M0X1s.

1.6.2. Operations Group can submit one 3M0X1 per HQ AFGSC/A1S and HQ USAF/SV awards. Air Force guidance is to select only one winner per base.

**1.7. Meal Hours.** Hours should be set to allow enough time for personnel to get their meals; however, care must be taken to ensure chefs aren't over tasked by extended meal hours. The chef should obtain meal orders at least one hour prior to the start of the meal period to allow time for preparation. Meal times will be standardized throughout the Operations Group. MAF meal hours are listed in Table 1.1.

**Table 1.1. MAF Meal Hours.**

Breakfast	0630 - 0800
Lunch	1100 - 1300
Dinner/Midnight	1600 - 1800

1.7.1. All requests for meals at other than established meal hours will be coordinated with the Missile Combat Crew (MCC) and Facility Manager before submittal to the chef. This will ensure the chef's down time is not abused by other personnel who have not planned for their meals.

### **1.8. MAF Accounting Procedures:**

1.8.1. AF Form 27, Food Service Customer Survey (or equivalent). This form will be available to all customers at each site.

1.8.1.1. The Squadron Chef NCOIC will provide direct feedback to the customer within 72-hours. At the end of each month, the Squadron Chef NCOIC will consolidate and forward a report listing customer satisfaction ratings and corrective actions to the Group Chef Superintendent by the fifth day of the following month with an information copy sent to the appropriate squadron commander by the tenth day of the following month.

1.8.1.2. The Group Chef Superintendent will also forward an information copy of each squadron's consolidated reports to the OG/CC by the tenth day of the following month. The Group Chef Superintendent will maintain files for 12 months.

1.8.2. A maximum four day accounting cycle will be used for site posting of accounts and money turn-ins. Electronically generated forms may be used when authorized.

1.8.3. Upon completion of an accounting cycle, the MAF Chef will be required to turn in to the MAFFO Account section monies and the following completed forms as directed by higher headquarters:

1.8.3.1. AF Form 79, **Head Count Record**, for all meals sold during the accounting period and monies collected.

1.8.3.2. AF Form 1305, **Receipt for Transfer of Cash and Vouchers**, accounting for all money transfers within missile feeding.

1.8.3.3. AFGSC Form 1650a, **Ala Carte System Daily Dining Facility Summary**.

1.8.3.4. AF Form 3516, **Food Service Inventory Transfer Receipt**, report all transfers in or out.

1.8.3.5. AFGSC Form 16, **Missile Alert Facility Kitchens (Shift Stock) Control Record** (automated).

1.8.3.6. **Emergency Meal Credit Memorandum**, as applicable.

1.8.3.7. If cash register equivalents are being used.

1.8.4. Register tape.

### **1.9. MAF Cash and Essential Station Messing (ESM) Procedures:**

1.9.1. Emergency Meal Credit: The following procedures will be followed in the collection of emergency meal charges for Air Force members receiving Basic Allowance for Subsistence (BAS) who are extended credit for purchasing meals while under adverse conditions at missile sites.

1.9.1.1. The FM must authorize and sign the form. **See Attachment 2, Emergency Meal Credit Memorandum.**

1.9.1.2. The authorized user of the credit has 48 hours to clear the debt after returning from the missile field.

1.9.2. Monetary Reporting Procedures.

1.9.2.1. The Group CC will sign AFGSC Form 249, **Food Service Operations Report.**

1.9.2.2. Squadron Commanders and Chef NCOICs will sign the AF Form 1119, **Monthly Monetary Record.**

1.9.2.3. The Operations Support Squadron Commander or designated representative will sign the AFGSC Form 1648, **Central Food Preparation Facility Monetary Record.**

1.9.2.4. Controlled forms will be signed in and out on AF Form 1254, **Register of Cash Collection Sheets.**

1.9.3. Monetary Gains and Losses.

1.9.3.1. Squadron Commanders have the ultimate responsibility to keep their MAF food account within three percent of the monthly earned income. If total loss exceeds three percent of the earned income for three consecutive months, the Operations Group Commander investigates the account and takes appropriate action. The Operations Group Commander must submit a letter to 20 AF/A3NF with information copies to HQ AFGSC/A3IA and HQ AFGSC/A1S explaining reasons for loss and corrective actions in accordance with AFI 34-239, *Food Service Management Program*.

1.9.3.2. Excess Cost. Excess costs are defined and authorized in accordance with AFMAN 34-240, *Food Service Program Management*.

1.9.4. Loss of Safeguarded Forms. The Squadron Chef NCOIC and MAFFO NCOIC will report the loss of controlled and safeguarded forms to the Squadron Commander for appropriate action. Any generated report will be kept on file at MAFFO.

## Chapter 2 DUTIES AND RESPONSIBILITIES

### 2.1. HQ AFGSC/Manager, Facility Manager and Chef MAF Operations

2.1.1. The Director of Operations (A3) will develop policy and guidance for the MAF Food Service Management Program and provide assistance on problems that affect compliance when resolution is beyond the scope or resources of 20 AF.

2.1.2. The Services Functional Manager (HQ AFGSC/A1S) will provide assistance in the development of chef policy and guidance for the MAF Food Service Management Program.

2.1.3. Missile Chef Working Group: The location of the annual working group will be determined by HQ AFGSC/A3IA, after coordination with HQ AFGSC/A1S and 20 AF/A3NF. The Group Chef Superintendent, OSS Chef Trainer, and OGV Chef Evaluator will attend. Additionally, the Squadron Chef NCOICs should attend, if possible. The purpose of this working group is to discuss issues and conduct program reviews, with the overall goal of improving MAF Food Service Management.

### 2.2. 20 AF/ Superintendent MAF Operations:

2.2.1. Organize as required by AFPD 38-1, *Organization* and AFI 38-101, *Air Force Organization*.

**2.3. Operations Group/ Group Chef Superintendent:** The OG/CC is ultimately responsible for the quality of MAF Food Service management, training and evaluation within their group. The Group Chef Superintendent is responsible to the OG/CC for the following MAF management issues:

2.3.1. Commanders and/or superintendents will not establish additional positions for individuals whose duty is accurately described by one of the duty titles identified in this chapter.

2.3.2. Implement and supplement policies and requirements established by this, other DoD and Air Force directives, or instructions as required and provide assistance on problems that affect compliance when resolution is beyond the scope or resources of subordinate units. Supplements to this instruction that change the basic policies, procedures, or formats prescribed herein are prohibited.

2.3.3. Develop a program to ensure standardized MAF Food Service management program requirements within the group to include MAF Chef task requirements listed in the Command Job Qualification Standard (CJQS) or Career Field Education and Training Plan (CFETP).

2.3.4. Establish a MAF Chef quality assurance program implementing the requirements established in **Chapter 4** of this instruction. Schedule all chefs to task check.

2.3.5. Maintain close coordination with MAFFO NCOIC concerning Prime Vendors (PV) issues.

2.3.6. Coordinate all 3M0X1 manning within the group, to include the equal distribution of chefs and personnel rotation to the Force Support Squadron. Coordinate a 24 month rotation plan and assignment actions with missile squadrons and host base Force Support Squadron IAW current MOU/MOA.

2.3.7. Consolidate squadron inputs to develop a 5-year schedule for replacement of food service equipment. Coordinate all MAF equipment purchases and equipment installation plans with the local BCE Missile Engineering section or equipment contractor.

2.3.7.1 Ensure there is a MAF accounting quality assurance program to assist all squadrons in meeting their 3%.

2.3.7.2. Ensures MAF food service equipment meets or exceeds National Sanitation Foundation (NSF) standards IAW AFI 48-116, *Food Safety Program* and Golden Eagle Standards.

2.3.8. Establish a MAF Chef training program implementing the requirements established in AFI 36-2201V1, *Training Program on the Job Training Administration* and **Chapter 3** of this instruction.

2.3.9. Act as the single point of contact within the group concerning MAF Chef and AFSC 3M0X1 issues and review all reports pertaining to chef readiness and training.

2.3.10. Ensure additional duties do not detract from nuclear mission and/or individuals' responsibilities to accomplish their primary mission (for example: WSA, wing details, and local readiness programs).

2.3.11. Ensure Squadron Chef NCOICs are aware of all applicable operating procedures and publication changes.

2.3.12. Maintain Squadron Chef NCOICs, MAFFO NCOIC, OSS Chef Trainer, and OGV Chef Evaluator OJT records as applicable.

2.3.13. Conduct and document initial certification and annual observation of the OGV evaluator and OSS instructor. (Note: Chef Superintendent OJT record tasks(s) and instructor/evaluator qualifications are not required, as certifications and observations are not evaluations.)

2.3.14. Ensure accounting and Squadron Chef NCOICs follow proper accounting directives and procedures.

2.3.15. Prior to PCA/PCS contact the gaining unit when personnel receive assignment notification to determine if Mission Ready Airman (MRA) training (to include Services Combat Training) is required. All MRA training will be coordinated through HQ AFGSC/A1S. OG should plan accordingly for individuals to attend Services Combat Training.

2.3.16. Attend Missile Chef Working Group and ensure adequate budgeting to include attendance of OSS Chef Trainer and OGV Chef Evaluator.



2.3.17. Review and coordinate on all 3M0X1 Enlisted Performance Reports (EPRs), Decorations, award packages, and career issues affecting chefs.

2.3.18. Provide oversight on all 3M0X1 issues including career development courses (CDCs), mentoring programs, and professional development.

2.3.19. Superintendents check with HQ AFGSC/A1S training to get CORE training in Services slots.

**2.4. Squadron Chef NCOIC:** Responsible to the Squadron Commander and Group Chef Superintendent for MAF Chefs' performance.

2.4.1. Organize as required by AFGPD 38-1 and AFI 38-101.

2.4.2. Implement policies and requirements established by this and other DoD and Air Force directives or instructions as required.

2.4.3. Ensure effective utilization of available personnel and resources to maximize the number of alert-qualified MAF Chefs and optimize mission effectiveness.

2.4.4. Ensure additional duties do not interfere with individuals' responsibilities to accomplish the unit MAF Food Service Management Program mission.

2.4.5. Ensure assigned 3M0X1 personnel are aware of all applicable operating procedures and publication changes.

2.4.6. Ensure assigned personnel maintain required proficiency by implementing training programs established by the operations group, AFI 36-2201V1, *Training Program on the Job Training Administration* and paragraph 3.1. of this instruction.

2.4.7. Act as the single point of contact within the squadron concerning MAF Chef issues.

2.4.8. Provide job specific feedback for enlisted performance reports, awards and decorations of all assigned squadron MAF chefs.

2.4.9. Provide oversight on all 3M0X1 issues including CDCs, mentoring programs, and professional development.

2.4.10. Ensure necessary equipment is available, serviceable, and used as required to complete tasks.

2.4.11. Perform a monthly inspection of all assigned MAF kitchens and food operations. As a minimum, ensure personnel adhere to safe food handling, storage procedures, and equipment operating procedures. Submit a written report to the Group Chef Superintendent.

2.4.11.1. The report will encompass a 100 percent physical inventory of subsistence items, overall sanitation, physical condition of the kitchen, safety practices, funds control, complete AF Form 282, **Unannounced Spot Check of Cashier**, storage procedures, equipment condition and other areas deemed appropriate. Reports will include any corrective actions.

2.4.11.2. A copy of the report will be forwarded to the Group Chef Superintendent by the tenth duty day of the following month. List the corrective actions taken, if applicable.

2.4.12. Furnish a copy of previous month's final chef schedule no later than the tenth day of each month to the Group Chef Superintendent. Projected month's schedule will be sent to the Group Chef Superintendent, OSS Chef Trainer, and OGV Chef Evaluator no later than the fifteenth day of the current month. Any schedule changes will be forwarded within one duty day to the Group Chef Superintendent.

2.4.13. Review and approve site inventory goals quarterly. Provide a copy of all changes to MAFFO (Store Room).

2.4.14. Maintain all squadron chef training records. Ensure supervisors and trainers update OJT records IAW AFI 36-2201V3, *On the Job Training Administration*, Chapter 8.

2.4.15. Review, validate, and reconcile all forms and monies turned in by MAF Chefs on changeover and turn-in days. Sign for controlled forms on AF Form 1254.

2.4.16. Ensure the financial status is IAW mandated tolerances.

2.4.17. Sign all AF Form 79s in the Dining Facility Supervisor signature block. Turn in all forms and monies to MAFFO Accounting by close of business on changeover and turn-in days. Hold MAF Chefs accountable for completion of all required actions before release from tour duty.

**2.5. MAF Chef OJT Instructor.** Provide initial qualification, recurring and remedial training of management tasks. Include the following:

2.5.1. Instructor qualification: Instructors must meet the following criteria prior to performing unsupervised instructor duties:

2.5.1.1. Meet minimum instructor requirements of AFI 36-2201V3.

2.5.1.2. Complete local instructor orientation requirements.

2.5.2. Conduct MAF Chef training using Master Training Plan and lesson plans.

2.5.3. Notify the OSS Chef Instructor of any lesson plan inaccuracies and assist OSS Chef Instructor during annual lesson plan review.

2.5.4. Keep a daily record of activities for each trainee to include date accomplished, material covered, and trainee's progress.

2.5.5. Ensure MAF Chef personnel are trained on required tasks before performing unsupervised duties.

2.5.5.1. Sign off all tasks in trainee's CFETP upon completion of training. Note: Task certification in the CFETP is not required, as all tasks are non-core.

2.5.5.2. Notify Squadron Chef NCOIC of date initial Chef qualification training is completed.

**2.6. MAF Chefs:** Individuals assigned to a flight are responsible to the Squadron Chef NCOIC for performance of MAF Chef tasks.

2.6.1. Utilize all resources available to optimize mission effectiveness.

2.6.2. Maintain required proficiency IAW OJT records.

2.6.3. Use chain of command when a condition exists, either physical or mental, which may prevent mission accomplishment or endanger personnel safety.

2.6.4. Ensure to collect monies and signatures from all personnel performing duties at the MAF.

2.6.5. Accomplish changeover to verify compliance with the Food Code and document inspections using the AF Form 977, **Food Facility Evaluation**, or equivalent form approved by base Public Health.

2.6.6. Sign for controlled forms on AF Form 1254. Turn in all documents and monies immediately after completed tour to the Squadron Chef NCOIC or designated representative appointed by the squadron commander. If documents and monies are being turned in by the MCC, ensure they are collected by the Squadron Chef NCOIC or MAFFO Accounting.

**2.7. NCOIC, Missile Alert Facility Feeding Operations (MAFFO):**

2.7.1. Ensure storeroom personnel conduct a physical inventory of all food items at close of business on the last day of the month.

2.7.2. At end of the FY, ensure a disinterested individual outside the MAFFO operation conducts a physical inventory of all food items.

2.7.3. Prepare locally generated Recipe Cards IAW AFMAN 34-240, *Food Service Program Management* and distribute to each MAF as required.

2.7.4. Distribute all menu price updates and changes for the next month to each MAF no later than the last day of the current month.

2.7.5. Maintain accountability for War Reserve Material (WRM) Funded Level Rations Meals Ready to Eat (MRE).

2.7.6. Ensure the accountant is using the proper AF Form supplement on regular days and 20% for holidays.

## **2.8. MAFFO Accounting:**

2.8.1. Audit all forms and monies.

2.8.2. Request and maintain a change fund at each MAF kitchen.

2.8.3. Control cash receipts and deposits.

2.8.4. Consolidate and complete all reporting documentation. Finalized forms will be handled IAW AFI 34-239.

2.8.5. Maintain close coordination with the Group Chef Superintendent and Squadron NCOICs to keep MAF food accounts within the mandated tolerance.

2.8.6. Forward required documents to 20 AF/A3NF within 10 calendar days after the close-out date and signed copies within 30 calendar days after close-out date.

2.8.7. Deposits should be made after 1500 hours after each tour unless weather becomes a factor. Deposits should not to exceed 5K.

2.8.8. Verify with vendor upon billing receipt and report to 20 AF and AFGSC/A1S monthly.

## **2.9. MAFFO Storeroom:**

2.9.1. Maintain close coordination with commissary and prime vendor concerning the availability, quantity, and quality of subsistence.

2.9.2. Order, receive, store, transfer, and issue subsistence to all authorized activities.

2.9.3. Maintain inventories within approved variances to support current and projected needs.

2.9.4. Key into NT Stores all requisition, receipt, transfer, issue and other documents affecting inventory by close of business daily.

2.9.5. Provide MAFFO NCOIC current inventory prices by the 25th day of each month.

2.9.6. Monitor inventory balance, date-of-pack, rotation, and expiration dates on all subsistence.

2.9.7. Establish procedures to transport food items to the MAF kitchens.

2.9.8. Ensure necessary equipment (refrigeration) is maintained in good state of repair.

2.9.9. Account for any discrepancies between the physical and book inventory.

2.9.10. Compute a daily account of purchases and transfer on an AFGSC Form 1648 and forward to 20 AF/A3NF within 10 calendar days after close-out date and signed copy within 30 calendar days after the close-out date.

2.9.11. At end of the FY, ensure a disinterested individual outside the MAFFO operation conducts a physical inventory of all food items.

### Chapter 3 TRAINING

**3.1. General.** The OG will develop a 3M0X1 training program that implements the requirements of AFI 10, 34 and 36 series instructions and this instruction. OSS Chef Training manages MAF Chef training for all Chefs assigned to the OG. MAF Chefs will be trained and qualified on required tasks before performing unsupervised duties in the field.

#### **3.2. OSS Chef Training Responsibilities:**

3.2.1. Establish an initial training program for MAF Chef tasks, to include food handlers, SABC, and CPR. Group Chef Superintendent will review and coordinate on all chef training programs.

3.2.1.1. Ensure MAF Chefs with a 3 skill level accomplish a minimum of three supervised training tours (conducted by a certified trainer) prior to performing unsupervised duties.

3.2.1.2. Ensure MAF Chefs with a 5 skill level or higher accomplish a minimum of two supervised training tours. However, individuals with previous missile chef duty experience may be qualified by the Squadron Chef NCOIC after the first training tour as long as all required tasks have been trained.

3.2.2. Manage the remedial training program providing specific task training for unqualified or poor evaluation results, deficiencies discovered through the training program, or areas identified by the Squadron Chef NCOIC. Ensure the remedial training program is tailored to correct substandard performance.

3.2.3. Ensure instructors meet minimum instructor requirements IAW AFI 36-2201V3, *On the Job Training Administration*, prior to performing unsupervised instructor duties.

3.2.3.1. Provide initial instructor training to newly appointed OJT instructors.

3.2.3.2. Conduct and document an annual instructor observation of all squadron OJT instructors.

3.2.3.2.1. Do not exceed 12 months (due date is the last day of the anniversary month) between observations. Report results to the Chef Superintendent and Squadron chef NCOIC.

3.2.4. Instructional Material:

3.2.4.1. Use Services Training and Education Plan (STEP) for all CFETP tasks. Ensure locally developed lesson plans follow ISD guidance and are reviewed annually. Coordinate lesson plan review through OGV and OG ISD Manager. Develop a lesson plan IAW AFMAN 36-2236, *Guidebook For Air Force Instructors*, See SAMPLE located in **Attachment 3** for localized format.

3.2.4.1.1. Lesson plans will be developed as a tool that aids the instruction process by providing the “hows and whys” for the task being trained.

3.2.4.1.2. Lesson plans should include, but not limited to, useful information that will clarify procedures and explain how and why the procedures are performed.

3.2.4.2. Review combined lesson plans (i.e., FM/Chef) with OSS FM Trainer when applicable.

3.2.5. Provide each squadron with a training forecast and awaiting action listing. Monitor overdue training and notify the appropriate level of supervision to correct training deficiencies.

### **3.3. Manning, Qualification and Proficiency:**

3.3.1. OSS Chef Trainer will be qualified on all tasks they will train.

3.3.2. Prior to performing unsupervised OSS Chef Trainer duties, personnel selected must be qualified on appropriate trainer CFETP tasks, complete local instructor orientation requirements, and be certified by the OG Chef Superintendent. At a minimum, the OSS Chef Instructor should attend the 20AF/ ICE course.

3.3.3. Maintain 100 percent task coverage of all MAF Chef technical tasks.

3.3.4. Once certified, OSS Chef Instructors are subject to Trainer Procedure Evaluations (TPE). An initial TPE will be conducted by the Chef Superintendent within 90 days of certification, and annually thereafter.

3.3.4.1. Do not exceed 12 months (due date is last day of the anniversary month) between observations.

### **3.4. 3M0X1 Career Field Specific Training Requirements:**

3.4.1. Home Station training can be conducted IAW AFI 10-214, *Air Force Prime Ribs Program*.

### **3.5. Career Field Education and Training Plan (CFETP):**

3.5.1. The OJT program, CFETP and AF Form 797, **Job Qualification Standard Continuation/Command JQS** will be used to train and document all MAF Chef tasks. The master CFETP will be maintained in a central location within the group or electronically.

3.5.2. Accomplish annual CFETP reviews. A CFETP Review Board, chaired by the OSS Chef Instructor, will review CFETP and the local continuation sheet AF Form 797 and the master task listing (MTL) for 100 percent task coverage, currency and accuracy. Local continuation sheets (AF Form 797) are used to document training on new tasks not found in the CFETP/JQS. Ensure the review board consists of all affected squadrons, the Group Chef Superintendent, OGV, and MAFFO. The review board will:

3.5.2.1. Review CFETP changes and local AF Form 797s.

3.5.2.2. Submit CFETP changes to 20 AF/A3NF.

3.5.2.3. Assign task responsibility.

3.5.2.4. Review and validate new documents within 30 days and make local additions as necessary.

3.5.3. Assist Squadron Chef NCOICs with management of OJT records. Review master training records (Missile Chef Feeding MTL and local listing) and inspect all OJT records annually to ensure proper documentation.



## **Chapter 4**

### **STANDARDIZATION EVALUATION (STAN-EVAL)**

**4.1. STAN-EVAL Program.** The program is used to assess the effectiveness and capability of assigned MAF Chef personnel, procedures, facilities, equipment, and managerial guidance. STAN-EVAL is the responsibility of the Operations Group Commander. A program will be established to provide squadron commanders and supervisors with an objective and comprehensive assessment of assigned facilities, MAF Chef programs and resources.

#### **4.2. Chef Evaluator (OGV) Responsibilities:**

4.2.1. Review all new and revised instructions pertaining to MAF Chef Food Service management for completeness and accuracy.

4.2.2. Inform work centers of all applicable technical and operating procedures and publication changes.

4.2.3. Conduct review of instructions, equipment, facility modifications, and determine whether:

4.2.3.1. Unit has current and applicable technical and operating procedures and publication guidance.

4.2.3.2. MAF Chefs require additional training or guidance.

4.2.3.3. Kitchen supplies and equipment items are available and serviceable.

4.2.4. Conduct Evaluation Program Orientation Course (See FM items).

4.2.5. Assist with local exercises and inspections.

4.2.6. Assist OSS Chef Training and Squadron Chef NCOICs in identifying training requirements.

4.2.7. Review OJT Records for task coverage and compliance.

4.2.8. Participate in the annual review of the CFETP and MTL to ensure 100% coverage.

4.2.9. Assist OSS Chef Training during training records review to ensure proper documentation.

4.2.10. Manage the evaluation program. The evaluation program provides managers the means to assess mission capability and management effectiveness using management inspections and proficiency evaluations.

4.2.11. Develop a management system that reflects required evaluations, inspections, completion dates and due dates. Establish a method to track annual evaluations.

4.2.12. Determine evaluation report content, format, distribution, and routing procedures. Forward copies of proficiency evaluation reports to Group Chef Superintendent and upon request to 20 AF/A3NF. Provide copies of all unqualified evaluations to 20 AF/A3NF by the first duty day of the following month.

4.2.13. Ensure evaluation reports identify positive efforts as well as underlying causes of substandard performance. Make recommendations when applicable; however, ensure the inspected activity remains free to choose the solution. Report will include:

4.2.13.1. Strengths and weaknesses of the MAF Chef.

4.2.13.2. Documentation of deviation(s) observed with applicable reference(s).

4.2.13.3. An impact assessment for each deviation noted. The evaluator knows best the significance of each observed deviation and must translate that significance so management has a clear perspective of actions observed. The intent is to inform management of all observations and identify those deviations that may require significant retraining versus those noted only for possible trend analysis.

4.2.13.4. Maintain a copy of the formal evaluation report for a minimum of two years for personnel currently assigned to Missile Duty. It is not necessary to maintain evaluation reports on individuals who have transferred out of the Operations Group.

4.2.13.5. If possible, use on-the-spot-training to correct discrepancies that are discovered during evaluations.

#### **4.3. Manning, Qualification and Proficiency:**

4.3.1. Evaluators will be qualified on all tasks they will evaluate. OGV may use augmentee evaluators as long as they are qualified on the tasks to include evaluator tasks. Augmentees will not evaluate/inspect within their own squadron.

4.3.2. Prior to performing unsupervised evaluator duties, personnel selected as evaluators must be qualified on appropriate evaluator CFETP tasks, complete the unit evaluator training program, and be certified by the OG Chef Superintendent.

4.3.3. Maintain 100 percent task coverage of all MAF Chef technical tasks.

**4.4. Management Inspections.** OGV conducts self-inspection and activity inspections to provide managers an objective appraisal of mission capability and management effectiveness.

4.4.1. Self-inspections shall be conducted semi-annually (every six months). Utilize command inspection checklist to conduct inspections.

4.4.2. Activity inspections are optional. If used, determine the inspection scope (what to inspect) and process (how to inspect).

#### 4.4.3. Inspection Criteria:

4.4.3.1. Inspections focus on efficiency, procedural compliance, and adequacy of directives.

4.4.3.2. Formalized checklist, with references, will be used to conduct inspections.

4.4.3.3. Standardize report content, format, distribution and routing procedures.

4.4.3.4. Standard five-tier rating criteria reference AFI 90-201, *Inspector General Activities* may be used.

**4.5. Proficiency Evaluations.** Proficiency evaluations are used to check the proficiency of MAF Chef personnel, determine the accuracy and efficiency of technical and operational procedures and assess compliance with publications and other directives.

#### 4.5.1. Proficiency evaluations include:

4.5.1.1. Personnel proficiency evaluations (PPEs). Evaluators conduct personnel proficiency evaluations on MAF chefs.

4.5.2. Evaluators may be required to intervene in task performance. Evaluators must stop, correct, alert appropriate agencies, and may render an unqualified evaluation report for any of the following deviations (actual or possible):

4.5.2.1. Safety deviations that could reasonably result in serious injury to personnel.

4.5.2.2. Deviations that could reasonably result in potential or imminent equipment damage.

4.5.2.3. Security violations of kitchen, funds, or forms.

4.5.2.4. Potentially hazardous, critical, or excessive violations of current Food Code.

4.5.3. Follow PPE guidance in this instruction for the remaining combinations of actual or possible deviations.

#### 4.6. Proficiency Evaluation Guidelines:

4.6.1. If possible, before conducting a PPE or TPE, verify the evaluatee or instructor is task qualified in their OJT record.

4.6.2. Evaluation tasks will include food preparation, physical inventory, overall sanitation, physical condition of kitchen, job knowledge, safety practices, funds control, storage procedures, customer service practices, and personal appearance as listed in the current standardized evaluation checklist and appropriate publications.

4.6.3. Use no-notice evaluations whenever possible.

4.6.4. Manage PPE scheduling requirements. Conduct PPEs on an annual basis. Do not exceed 12 months (due date is the last day of the anniversary month.) Use the following evaluation eligibility:

4.6.4.1. Evaluate each chef annually on MAF feeding tasks.

4.6.4.2. Ensure the evaluation includes a sampling of emergency procedures. Emergency procedures performed in conjunction with a Facility Manager evaluation may be used to meet this requirement.

4.6.4.2.1. Emergency procedures are defined as fire response procedures and response member actions associated with topside/below ground emergencies or abnormal conditions.

4.6.4.3. Individuals will receive an initial PPE within 90 days upon completion of initial Chef qualification.

4.6.5. Conducting proficiency evaluations.

4.6.5.1. Brief individuals before beginning a PPE or TPE. For tasks already in progress, notify the individual that they are under evaluation and brief them as soon as practical.

4.6.5.2. During the briefing, the evaluator must, as a minimum, advise the individual of the following:

4.6.5.2.1. All task actions performed are subject to observation.

4.6.5.2.2. Do not compromise safety.

4.6.5.2.3. Do not consider the evaluator as the second person to satisfy buddy care requirements.

4.6.5.2.4. Take breaks during the evaluation, if required.

4.6.5.2.5. Notify evaluator of applicable information which could affect the task.

4.6.5.2.6. The evaluator may ask questions to determine the evaluatee's knowledge of a task. The individual may use technical/operating procedures, publications, and other directives as reference to answer any questions.

4.6.5.2.7. The evaluatee may ask for assistance from personnel or agencies normally available in the conduct of day-to-day operations. The evaluator conducting the evaluation should be asked only as a last resort and when all other avenues of help have been exhausted, however it will be annotated as a deficiency on the evaluation report.

4.6.5.3. During task observations, the evaluator must detect and correct all deviations. Select the best option available to correct the situation. It may be advantageous to correct insignificant deviations during the critique phase; other deviations may warrant prompt correction. Consider giving individuals the opportunity to make decisions on courses of action on their own, using the resources available to them.

4.6.5.3.1. For each deviation, conduct training to the level necessary to ensure the individual's understanding of the circumstances in question. The evaluator may be prohibited from conducting training by time, resources, attitudes or a combination of factors. If prohibited, note the situation in the evaluation report and defer the required training action to the Squadron Chef NCOIC. The evaluator may recommend the individual should not perform the task until retrained.

4.6.5.3.2. Apply the following guidelines when an individual cannot correctly or safely perform a task without excessive outside intervention or assistance.

4.6.5.3.2.1. Notify the individual's Squadron Chef NCOIC and Group Chef Superintendent, who in turn will decide whether to:

4.6.5.3.2.1.1. Terminate the task.

4.6.5.3.2.1.2. Supervise the individual until task completion.

4.6.5.3.2.1.3. Replace the individual on the spot.

4.6.5.3.2.2. Do not allow individual to perform the task in question unless supervised or until retrained.

4.6.5.3.2.3. State in the evaluation report that the individual should not perform the task unsupervised until retrained. The evaluator may state the individual should not perform similar tasks or functions unsupervised.

4.6.5.4. Out brief the individual as soon as practical after the evaluation. The evaluator must cover the following:

4.6.5.4.1. Explain each deviation to include mission impact and correct procedures.

4.6.5.4.2. Review the individual's strengths and weaknesses.

4.6.5.4.3. Recommend methods of task accomplishment.

4.6.5.4.4. Exchange ideas and techniques.

4.6.5.4.5. Award an overall subjective rating for the entire evaluation process using the Proficiency Evaluation Rating Criteria provided in **Table 4.1**.

4.6.5.4.5.1. Reserve highly qualified ratings for outstanding performance, not just for the absence of deviations.

4.6.5.4.6. Notify squadron leadership and the OG Chef Superintendent of any unqualified rating as soon as possible.

4.6.5.4.6.1. Identify the substandard performance that contributed to the unqualified rating.

4.6.5.4.6.2. Identify task(s) that should not be performed unsupervised.

4.6.5.5. Individuals could be rated unqualified at anytime during the evaluation process if they commit any of the deviations listed in paragraph 4.5.2.

#### **4.7. 20 AF/A3NF Conducted Proficiency Evaluations:**

4.7.1. 20 AF may evaluate and inspect MAF Chef programs, personnel proficiency, facilities, equipment, instructions, and publications. They will review unit evaluation reports and provide feedback as necessary. 20 AF conducted proficiency evaluations may include EPEs, TPEs, and PPEs. Units will make every effort to have evaluator(s) and trainer(s) available during 20 AF conducted inspections.

4.7.2. Evaluator Proficiency Evaluations/Observations. 20 AF evaluators have the authority to overrule unit evaluators and conduct retraining for both the evaluatee and the evaluator. If retraining cannot be accomplished, the 20 AF evaluator will notify the appropriate Squadron Chef NCOIC and the Group Chef Superintendent. Unit evaluators will complete the required evaluation reports and forward them to the 20 AF evaluator within 24 hours of completion of the unit evaluator's PPE critique. 20 AF evaluators:

4.7.2.1. Evaluate/observe unit evaluator to assess their ability to conduct and document PPEs.

4.7.2.2. Pre-brief individual using guidance within this instruction as a general guide.

4.7.2.3. When non-concurring with the unit evaluator's report, attach an addendum to it citing reasons for non-concurrence.

4.7.2.4. Will not assess deviations for administrative documentation problems.

4.7.2.5. Assess EPE deviations for not identifying and documenting a deviation.

4.7.2.6. Conduct a critique of unit evaluator's performance as soon as possible after the unit evaluator has completed the PPE.

4.7.2.7. Render an EPE report.

4.7.3. Trainer Proficiency Evaluation. 20 AF evaluates unit instructors/trainers to determine their ability to teach chef tasks accurately. 20 AF conducted TPEs also assess technical accuracy

(observation only), teaching methods and techniques, and adequacy and effectiveness of training programs. Once certified, trainers are subject to 20 AF TPEs. 20 AF evaluator:

4.7.3.1. Pre-brief evaluatees using guidance within this instruction as a general guide.

4.7.3.2. Coordinate with trainer on which task(s) are acceptable for TPEs.

4.7.3.3. Critique the unit trainer as soon as possible after the training session is complete.

4.7.3.4. Render a TPE report.

4.7.4. Personnel Proficiency Evaluations. 20 AF may conduct PPEs using guidance within this instruction.

4.7.5. Additional Requirements:

4.7.5.1. When 20 AF proficiency evaluation deficiencies cannot be retrained by 20 AF evaluator during an evaluation, the 20 AF evaluator will notify the Chef Superintendent or Squadron Chef NCOIC that the evaluatee cannot perform management on the evaluated tasks or any similar task unless supervised by a task qualified individual or unit retraining and corrective action is completed. The Chef Superintendent and Squadron Chef NCOIC will decide when the cited individual may evaluate, train or perform chef duties. The unit will determine if reevaluation is required and will conduct the reevaluation.

4.7.5.2. A 20 AF conducted PPE and TPE may fulfill the unit's evaluation requirements.

4.7.6. Evaluation Ratings. 20 AF evaluator will award an overall subjective rating for the entire instruction or evaluation proficiency process.

4.7.6.1. Rate each instructor/evaluator using the Proficiency Evaluation Rating Criteria provided in **Table 4.1**.

4.7.6.2. Notify the Chef Superintendent or Squadron Chef NCOIC of any unqualified rating.

4.7.6.2.1. Identify the substandard performance that contributed to the unqualified rating.

4.7.6.2.2. Identify task(s) that should not be performed unsupervised.

4.7.6.2.3. Chefs that commit deviations described in paragraph 4.5.2 at anytime during the task will be rated unqualified.

**Table 4.1. Proficiency Evaluation Rating Criteria.**

<b>RATING</b>	<b>INSPECTION TYPE</b>	<b>CRITERIA</b>
<b>HIGHLY QUALIFIED</b>	<b>PPE</b>	<ul style="list-style-type: none"> <li>- The performance of the overall MAF food service process exceeded the acceptable level.</li> <li>- Minor deviations committed did not detract from an overall highly qualified rating and the performance of the overall MAF food service process exceeded the acceptable level.</li> </ul>
	<b>TPE</b>	<ul style="list-style-type: none"> <li>- Instructor's performance exceeded the acceptable level.</li> <li>- Deviation(s) committed by the instructor were not a result of technical inaccuracies.</li> </ul>
	<b>EPE</b>	<ul style="list-style-type: none"> <li>- Evaluator's performance exceeded the acceptable level.</li> <li>- Minor deviation(s) committed by the evaluator were not a result of technical inaccuracies.</li> </ul>
<b>QUALIFIED</b>	<b>PPE</b>	<ul style="list-style-type: none"> <li>- The performance met the acceptable level.</li> <li>- Deviation(s) committed did not result in the MAF food service process falling below an acceptable level.</li> </ul>
	<b>TPE</b>	<ul style="list-style-type: none"> <li>- Instructor's performance met the prescribed training standards for MAF food service tasks and instruction.</li> <li>- Deviation(s) committed/trained by the instructor did not result in the instruction process performance falling below an acceptable level.</li> </ul>
	<b>EPE</b>	<ul style="list-style-type: none"> <li>- Evaluator's performance during the evaluation met the acceptable level.</li> <li>- Deviation(s) committed by the evaluator did not result in the evaluation process falling below an acceptable level.</li> </ul>
<b>UNQUALIFIED</b>	<b>PPE</b>	<ul style="list-style-type: none"> <li>- Deviation(s) committed resulted in the overall MAF food service process falling below an acceptable level.</li> <li>- The individual failed to have available/utilize technical data during the task.</li> <li>- The individual committed a deviation referred to in paragraph 4.6.6.6.</li> <li>- The individual cannot correctly or safely accomplish a task without excessive outside intervention or assistance.</li> </ul>
	<b>TPE</b>	<ul style="list-style-type: none"> <li>- Incomplete training process was performed.</li> <li>- The instructor qualified a student who did not meet the objective/standard.</li> <li>- Instructor did not detect, correct, or retrain a violation of a deviation referred to in paragraph 4.6.6.6.</li> <li>- Deviation(s) committed resulted in the overall instruction process falling below an acceptable level.</li> <li>- Instructor failed to use technical data/lesson plan during instruction process</li> </ul>



	<b>EPE</b>	<ul style="list-style-type: none"> <li>- Failed to brief/critique individual(s)</li> <li>- Failed to observe a critical portion of the MAF food service process.</li> <li>- Failed to retrain/defer training for significant deviation(s) detected.</li> <li>- Did not stop/correct/document a violation of a deviation referred to in paragraph 4.6.6.6.</li> <li>- Ensured task completion through interference or influence.</li> <li>- Failed to detect/document a significant deviation.</li> <li>- Rated an individual unsatisfactory when no condition existed.</li> <li>- Deviation(s) committed resulted in the overall evaluation process falling below an acceptable level.</li> </ul>
<p><b>NOTES: When applying the Rating Criteria, keep in mind the following:</b></p> <ul style="list-style-type: none"> <li>- Number of tasks evaluated (do not include general tasks such as use of technical data, common hand tools, etc.)</li> <li>- Complexity/frequency of tasks evaluated.</li> <li>- Reasonable impact of each deviation committed.</li> </ul>		

#### **4.8. Adopted Forms**

4.8.1. AF Form 27, **Food Service Customer Survey**

4.8.2. AF Form 79, **Head Count Record**

4.8.3. AF Form 282, **Unannounced Spot-Check of Cashier**

4.8.4. AF Form 797, **Job Qualification Standard Continuation/Command JQS**

4.8.5. AF Form 977, **Food Facility Evaluation**

4.8.6. AF Form 1119, **Monthly Monetary Record**

4.8.7. AF Form 1254, **Register of Cash Collection Sheet**

4.8.8. AF Form 1305, **Receipt for Transfer of Cash and Vouchers**

4.8.9. AF Form 3516, **Food Service Inventory Transfer Receipt**

#### **4.9. Prescribed Forms**

4.9.1. AFGSC Form 16, **Missile Alert Facility Kitchens (Shift Stock) Control Record**

4.9.2. AFGSC Form 249, **Food Service Operations Report**

4.9.3. AFGSC Form 1648, **Central Food Preparation Facility Monetary Record**

4.9.4. AFGSC Form 1650a, **Ala Carte System Daily Dining Facility Summary**

TIMOTHY M. RAY, Brigadier General, USAF  
Director of Operations

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION****References**

AFI 10-214, *Air Force Prime Ribs Program*, February 27, 2006

AFI 10-701, *Operations Security (OPSEC)*, October 18, 2007

AFI 10-1201, *Space Operations*, July 25, 1994

AFI 33-324, *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections*, June 1, 2000

AFI 33-360, *Publications and Forms Management*, May 18, 2006

AFI 33-201V1, *Communications Security (COMSEC)*, May 1, 2005

AFI 34-239, *Food Service Management Program*, February 20, 2004

AFI 36-2201V3, *Training Development, Delivery, and Evaluation*, October 1, 2002

AFI 36-2251, *Management of Air Force Training Systems*, March 20, 2003

AFI 36-3003, *Military Leave Program*, October 20, 2005

AFI 38-101, *Air Force Organization*, April 4, 2006

AFI 48-116, *Food Safety Program*, March 17, 2004

AFI 60-101, *Material Standardization*, October 23, 2006

AFI 90-201, *Inspector General Activities*, June 17, 2009

AFI 91-202, *The US Air Force Mishap Prevention Program*, August 1, 1998

AFMAN 34-240, *Food Service Program Management*, May 2, 2005

AFMAN 36-2236, *Guidebook for Air Force Instructors*, November 12, 2003

AFPD 10-12, *Space*, 1 February 1996

AFPD 38-1, *Organization*, June 1, 1996

AFPD 91-3, *Occupational Safety and Health*, September 27, 1993

AFSPCI 32-1005, *ICBM Real Property/Real Property Installed Equipment Responsibilities*, April 3, 2006

20 AFI 36-1, *Twentieth Air Force Functional and Professional Awards Program*, August 18, 2009

**Attachment 2**  
**EMERGENCY MEAL CREDIT MEMORANDUM**

**Figure A2.1. EMC Memorandum**

MEMORANDUM FOR: \_\_\_\_\_

FROM MAF: \_\_\_\_\_

SUBJECT: Payment for Credit Meals

1. This memo is to certify \_\_\_\_\_, SSAN \_\_\_\_\_, Unit \_\_\_\_\_, Duty Phone \_\_\_\_\_, was granted authorized credit feeding by my authority on Date \_\_\_\_\_.

**SITE COMMANDER'S PRINTED NAME AND SIGNATURE**

2. I, \_\_\_\_\_, will report to Missile Facility Chef Account Office, Bldg. \_\_\_\_\_, Room \_\_\_\_\_, within 48 hours of my return to \_\_\_\_\_ AFB to settle my debt in the amount of \$ \_\_\_\_\_. If payment is not submitted within the 48 hour period, I understand that a copy of this memo will be forwarded to my unit commander.

PATRON'S SIGNATURE email address@your base.af.mil

**PRIVACY ACT STATEMENT**

1. Authority: 10 USC 3012, E.O. 9397

2. Principle Purpose: Use of social security number is necessary to make positive identification of the individual.

3. Routine Uses: To identify the individual and aid in the collection of unpaid credit meal fees.

4. Disclosure is Mandatory: Failure to provide information required will result in inability to positively identify individual requesting credit for meals and could result in credit being denied.

### Attachment 3 STANDARDIZED LESSON PLAN FORMAT

**Figure A3.1. SLP Format**

Lesson plans will be available for reference in the training area for all technical STS/JQS tasks taught. Lesson plans will be standardized throughout missile facility management in accordance with this attachment and the guidance set forth by AFI 36-Series.

#### PART I

This information will assist the instructor in preparing for the lesson and provide supervisors with a tool to see at a glance how a task is taught.

I. LESSON TITLE. Title of training and STS/JQS number(s). This will ensure all technical tasks are covered by a lesson plan.

II. REFERENCES: List all sources of information used in lesson development (instructions, tech data, equipment manuals etc.). Utilize the STS/JQS technical references (TR) when developing a lesson plan. This is where information for the lesson development originates, not what is required to do the task. This listing ensures changes affecting references are identified and all affected lesson plans are updated.

III. INSTRUCTIONAL AIDS/EQUIPMENT. List all materials (including written materials) required during the course of instruction.

IV. AVERAGE TIME OF PRESENTATION. Approximate length of lesson. This will help plan the master schedule.

#### PART II – PRESENTATION

I. INTRODUCTION. The introduction consists of the attention/motivation and the overview. This is presented to ensure students understand why the lesson is important and provides a synopsis of how the less will flow.

#### EXAMPLE

I. INTRODUCTION:

A. ATTENTION/MOTIVATION: \_\_\_\_\_

B. OVERVIEW: \_\_\_\_\_

DEVELOPMENT: This is the meat of your lesson. The development will sequence you through

the task and provide valuable information to enhance the lesson. Remember, the lesson plan does not replace tech data, but provides the instructor with systems knowledge, the “how’s and why’s” of the lesson. The two-column format of the development section of the lesson plan is optional.

## II. DEVELOPMENT

Each lesson objective is written here followed by the support material. Lesson containing more than one objective, then list just the first one at this point.

**LESSON OBJECTIVE:** A precise statement that the question “what must the student accomplish to demonstrate the lesson was understood?” Objective must state the:

**CONDITIONS:** What will the students be given to perform the task?

**PERFORMANCE:** What must the student accomplish (this should include a statement indicating how the student will demonstrate his/her understanding of the lesson)?

**STANDARD:** What accuracy is required for successful completion of the lesson?

A. Use a combination of outline and paragraph format.

B. If more than one tech order or section of the tech order is being used you should include the TO number or section number to ensure a smoother more professional presentation of the lesson.

C. In a demonstration/performance lesson indicate where you demonstrate and where you want the students to perform. This will ensure each objective is complete before starting the next objective or the conclusion.

D. If the lesson contains more than one objective you should summarize after each objective. The interim summary may be included in the development to ensure compliance.

E. Each new objective should start on a new page. This is to provide clarity. You may only want to teach a portion of this lesson during this training session.

F. Area to consider when writing a lesson plan.

1. Questions and answers that may be included.

2. Common problem areas associated with the task.

## INSTRUCTOR NOTES

This section is for instructor use; write anything in this section that will aid in the instruction of the lesson. Some examples are:

- Lesson plan errors as they are found
- Instructional aids, handouts, computer presentation (power point file name)
- New thought provoking questions
- New experience
- Scenarios to use
- Questions and answers labeled for quick reference. When the lesson plan is reviewed, this information should be moved to the development section (left side) of the lesson plan. This allows space for new information.

3. Why a step or group of steps are important.
4. Grouping of or doing mechanical steps out of sequence and why.
5. Personal experience that may emphasize the importance of a step or group of steps.

EXAMPLE: Step A of the tech data reads; “turn compressor control switch to the off position”

IMPROPER: Turn switch off (this is considered rewriting tech data).

PROPER: Perform step A

- a. If data plate is missing, off is counterclockwise.
- b. Knob may be stripped, if it is, call in work order to CE.
- c. Wait for the compressor belt to come to a complete stop before proceeding. This is the type of information that would enhance the tech data and is of value to the instructor and student.

III. CONCLUSION: The conclusion consists of the summary, remotivation, and the closure. This part of the lesson is presented to reinforce the highlights of the lesson, the reason a student should remember the lesson and that the lesson is complete for the day.

EXAMPLE:

### III. CONCLUSION

A. SUMMARY: \_\_\_\_\_

B. REMOTIVATION: \_\_\_\_\_

C. CLOSURE: \_\_\_\_\_